

## **PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD**

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, August 13, 2020 at Brown County Central Library, Auditorium; 515 Pine Street; Green Bay, WI 54301

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**Present:** Supervisor Tom Lund, Chair; Michael Conley-Kuhagen; Supervisor Lindsay Dorff; Kathryn Dykes; Craig Huxford; Laura McCoy, Vice Chair; Supervisor Randy Schultz

**Excused:** Eric Johnson; Finance Manager

**Also Present:** Erik Pritzl; Executive Director  
Samantha Behling; Hospital & Nursing Home Administrator  
Jenny Hoffman; Community Services Administrator  
Cathy Foss; Office Manager

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**1. Call Meeting to Order**

The meeting was called to order by Supervisor Lund at 6:00 pm.

**2. Approve / Modify Agenda**

McCOY / DORFF moved to approve the August 13, 2020 agenda.  
The motion passed without a negative vote.

**3. Approve Minutes of July 9, 2020 Human Services Board Meeting**

McCOY / CONLEY-KUHAGEN moved to approve the minutes dated July 9, 2020. The motion passed without a negative vote.

**4. Overview of Health & Human Services Department**

Due to the number of newer Human Services Board members, Erik Pritzl, Jenny Hoffman and Samantha Behling provided a high-level overview of the department. The presentation was a shortened version of our department's new employee orientation.

Erik Pritzl, Executive Director, shared that the Health & Human Services Department has over 600 employees (the equivalent of 500 full-time employees) which is just under 30% of the County's workforce. The Department is divided into four divisions: Community Services, Public Health, Community Treatment Center, and Business Operations.

Employees are spread out across the county working in various locations including Sophie Beaumont Building, Community Treatment Center, Northern Building, Shelter Care, Law Enforcement Center, Duck Creek (Public Works Facility), and even within St. Vincent Hospital.

The Business Operations Division processes and reports revenues and expenditures. This division manages approximately \$50M in non-property tax revenues that come through our department – some federal dollars, but mostly State funding.

Jenny Hoffman, Community Services Administrator, shared about the Community Services Division she oversees.

The Community Services Division has over 280 employees in five different program areas, with five managers, and 26 supervisors.

One program area is Behavioral Health Services. There are approximately 80 employees including Behavioral Health Supervisors, Nurses, Licensed Practical Nurses, Social Worker/Case Managers, Clinical Social Workers/Professional Counselors, and Psychiatrists.

Children, Youth and Families Program Area encompasses Child Protective Services, Foster Care, Volunteer Services, Child and Adolescent Behavioral Health Unit, Youth Justice and Shelter Care. There are approximately 115 employees in this program area including Social Worker Supervisors, Social Worker/Case Managers, Psychologist, Behavioral Health Clinicians/Specialists as well as administrative and clerical support.

Criminal Justice Services is our newest program area in Community Services. This area includes pretrial services (report center), treatment courts, and re-entry services. There are approximately 13 employees including a Supervisor, Social Worker/Case Managers and clerical support.

Economic Support Services program area has approximately 73 employees who determine eligibility benefits for low income consumers. These benefits include childcare assistance, Medicaid, FoodShare, and energy assistance. One of our Economic Support Specialists is stationed at St. Vincent Hospital to provide assistance with Medicaid applications. We have a fraud unit that works alongside two Brown County Sergeants who do the welfare fraud investigations. Our Economic Support Services Program Area is the lead agency of the five-county Bay Lake Consortium that includes Door, Oconto, Marinette, and Shawano.

Contracts and Provider Relations has 3 employees and they oversee all department contracts for client services and ensure compliance with regulations.

Pritzl spoke briefly regarding the Public Health Division whose oversight is managed by the Board of Health. There are approximately 41 employees spread over two locations: Duck Creek (Public Health Sanitarians and Environmental Lab) and Sophie Beaumont (Community Engagement, Nurse Management, and Clerical). Public Health handles environmental testing including water samples, inspects licensed facilities (restaurants, hotels, public pools, etc.), collects samples and educates the community regarding communicable diseases, works within the community along with healthcare partners to complete the Community Health Assessment every two years to determine initiatives.

Samantha Behling, Hospital & Nursing Home Administrator, spoke regarding the Community Treatment Center. This division has over 200 employees providing 24/7 service to our community. These employees include medical doctors, psychiatrists, nurses, certified nursing assistants, licensed practical nurses, food service workers, social workers, and clerical. Units include Food and Nutritional Services, Social Services, Registered Occupational Therapy, Health Information Management, Electronic Records Management, and on-site laboratory.

There are three inpatient residential units at CTC. Nicolet Psychiatric Center is a 16-bed, locked, psychiatric unit with approximately 53 employees with oversight by a Director of Nursing. Bay Haven is our 15-bed crisis stabilization Community Based Residential Facility. Brown County's focus in this area is emergency mental health services providing a safe place for community members to go in the midst of a life crisis. Bayshore Village is a 5-Star rated, licensed, skilled nursing facility (nursing home) with 63 beds and approximately 90 employees. Their primary focus is to work closely with Adult Protective Services to provide a safe haven of both short- and long-term care to members of our community. Oftentimes our residents have been turned away from other facilities due to financial reasons or mental health diagnoses.

Board Member McCoy thanked the presenters for providing the overview.

McCOY: I just want to thank you for doing this; it is exactly what I needed to help me with familiarity (of programs) and see the (number) of people. It's very moving to me to know all of this is going on in my community. That these (programs) are responsive to the needs of the community I live in, and the hundreds of people working on this every day. I really connect with that.

HUXFORD / SCHULTZ moved to receive and place on file the Overview of Health & Human Services Department. The motion passed without a negative vote.

**5. Executive Director's Report**

Executive Director Erik Pritzl provided an overview of his report for the month of August:

**General Updates**

- Crisis Assessment Center located at Community Treatment Center — we have completed the pre-construction pieces and the construction trailer is on site. We have not started construction yet but are looking to start this month with a goal is to be operational by end of March 2021.
- COVID-19 and Department Services — we continue to offer services virtually, and there are many reasons to continue to do so. We do not want to lose groups of staff due to close contact; we provide staff with weekly updates based on DHS trends, and we are looking for the activity level in Brown County to go from high down to moderate or low for an extended period.
- Continue to work across divisions to help Public Health. Our Business Operations Division, Health Information Management Unit and other various clerical staff are assisting them with a data entry project.

**Secure Residential Care Center for Children and Youth (SRCCCY)**

This is a facility the state is sponsoring with dollars/grant funding to replace Lincoln Hills and Copper Lake; Brown County was awarded \$40M. This facility would pull youth from the Brown County Jail into their own facility; a 24-bed secure residential center and 32-bed secured detention facility. We are still working on our response to Department of Corrections as we need to see an agreement that meets the standards set by Brown County Board of Supervisors last fall. We need to understand how this impacts land, and operational costs going forward. We like the idea of the project for serving the youth of the region. Racine County appears to be continuing with their plans for a facility. Milwaukee County is more than likely not going to continue, and Dane County is probably putting their project on hold.

Lund: That defeats the purpose of the facility being regional if you are only going to have two in the whole State. If you are trying to get rid of the Lincoln Hills model, you need to have more than two in the whole State. How is a 36-bed facility going to be able to take care of half the State? It won't.

Pritzl: There would be a lot of children not being served in these facilities that are served in other places. Counties are working hard to come up with other alternatives. In terms of the plan endorsed by the grant committee, based on studies, it is not the same plan anymore. They need to look at the overall plan again; especially the State facilities, they have to build more secure Type 1 Facilities. They do not have one of those being built right now either, and the timeline to close Lincoln Hills is July 1, 2021; which obviously cannot happen.

We are still working on our proposal. We are not investing dollars into pre-construction activity until we know that we have something that will work with us and the State.

Dorff: Do you feel confident at this point it will move forward or do you feel it is still up in the air?

Pritzl: I think because of what Supervisor Lund described; it is going to be difficult for them to figure out how to move forward. We already knew with the four facilities there was not enough capacity; and now we are down to potentially two. That creates a lot of challenges, and they also have to figure out their own facilities.

Dorff: Do you feel confident we will be moving forward with the Brown County facility?

Pritzl: When we get an agreement we are comfortable with, I think we could.

Dorff shared regarding her experience working with students who had been at Lincoln Hills and came back after being removed far from our community and returning in crisis mode. She feels it would be a benefit to have a facility locally so students wouldn't have to go so far away from their families.

- Pritzl: We would like to keep our youth here and also serve the region – the counties around us. and keep our youth locally
- Huxford: Is Brown County prepared to take on a larger role since the number of facilities shrunk from four to two? Other than the original goals and numbers?
- Pritzl: We would have to do a rough estimate all over again. I don't think so... that would be more risk to take on.
- Lund: It seems when the State has a shortfall, it often falls back on the County to pay for the shortfall. That really is the only hinderance to the project proceeding; it has bi-partisan support. We just have to have the funding.
- Huxford: That was the whole idea, that it wouldn't be a burden on Brown County.
- Pritzl: Correct, that is why we have done pro-forma budgets as part of our proposal to be transparent as to the rate we will need to look at so other counties can be made aware. We know what it would look like serving our youth; basically, serving other counties it adds up to zero. It's not a profit, but we want to be sure we get our costs covered with those rates being set, so we don't have to pay for, as Brown County, the public's cost.

SCHULTZ / DYKES moved to receive and place on file the Executive Director's Report for August 2020. Motion carried without a negative vote.

**6. CTC Administrator Report including NPC Monthly Report**

Samantha Behling, Hospital & Nursing Home Administrator, highlighted items from her report.

**COVID-19**

CTC continues to offer testing opportunities to employees at the campus, as well as those who visit there on a regular basis. We plan to offer the tests at least every 2 weeks with testing supplies provided by the State. We have had a couple of our employees who received positive results through our testing who decided to confirm their results with testing within the community and both were found to be negative. Employees continue to be screened for symptoms daily. Residents at CTC are checked twice daily for symptoms and to-date, none of our residents have been found to be positive. We believe our practices allow us to quickly identify and isolate cases.

**Regulatory Concerns**

Our Infection Control survey was deficiency free. We could receive other on-site surveys from the State or CMS depending on our reporting for COVID, it could trigger a concern. At CTC we are obligated to submit self-reports when events happen (e.g., resident/resident altercation), and we filed one in February. The State spent time on-site in July, commended our investigation and no deficiencies were found.

**Other Business**

The nation as a whole is looking at point-of-care testing, or rapid testing of COVID-19. The CTC has a CLIA waiver, which allows a facility to do various lab testing on-site, we can obtain a machine to do rapid testing of COVID-19. We will continue to investigate and learn more as they become available.

Construction is planned but has not started on the Crisis Assessment Center. Our initiative is to have basic medical screening on-site to build efficiency in the Crisis Assessment Center system. We have a workgroup looking at whether that position would be an APNP or RN; what the procedures look like; and whether we have the community's "buy-in" to meet our goal. Now that we have drafted procedures, the workgroup is planning to set up one-on-one time with various emergency room physicians and local psychiatric hospitals, to have more in-depth conversations about our plans and find any concerns.

Schultz: Could you define medical clearance?

Behling: Our terminology is more medical screening -- making sure a client is stable enough for admission and will see a doctor within 24 hours.

CTC's EMR Coordinator, Genny Willemon, has been selected as President of Northeastern Wisconsin Healthcare Emergency Readiness Coalition (NEW HERC).

McCOY / DORFF moved to receive and place on file the CTC Administrator Report for August 2020. Motion carried without a negative vote.

**7. Appointment of Human Services Board Member to Monthly CTC QAPI Committee**

The QAPI (Quality Assurance Performance Improvement) Committee meets monthly and consists of unit managers who examine initiatives, measurable data and select what our focus will be for improvement. There is also a quarterly meeting where contracted providers are included; QAPI meetings can be attended in-person or virtually.

McCOY / SCHULTZ moved to nominate Board Chair Supervisor Tom Lund as the Human Services Board Member Appointment to the CTC QAPI Committee. Motion carried without a negative vote.

**8. Appointment of Human Services Board Member to Monthly CTC Grievance Committee**

The Grievance Committee meets intermittently; only when a client or resident files a grievance and there is a concern. If a client submits a concern, an established, unbiased group meets to discuss for regulatory reasons. This meeting can be attended in-person or virtually.

McCOY / SCHULTZ moved to nominate Citizen Board Member Katie Dykes as the Human Services Board Member Appointment to the CTC Grievance Committee. Motion carried without a negative vote.

**9. Appointment of Human Services Board Member to Medical Staff Committee**

Led by the Clinical Director, this monthly meeting includes Directors of Nursing, Medical Director, APNPs, Hospital & Nursing Home Administrator, and Executive Director. These meetings are required by policy, and are for discussion of initiatives, and review of various needs. Hospital Surveyors do review minutes of these meetings.

DORFF / HUXFORD moved to nominate Citizen Board Member Vice Chair Laura McCoy as the Human Services Board Member Appointment to the Medical Staff Committee. Motion carried without a negative vote.

*[Citizen Board Member Michael Conley-Kuhagen excused himself from the meeting at 7:14pm]*

**10. Re-appointment/Appointment of Staff to Medical Staff Committee**

- Re-appointment of Dr. Mannem
- Re-appointment of Nicole Welter, APNP
- Re-appointment of Brittany Walczyk, APNP
- Re-appointment of Laurie Schaumburg, APNP
- Appointment of Suzette Bornemann, APNP

HUXFORD / DORFF moved to re-appointment and appointment the above to the Medical Staff Committee. Motion carried without a negative vote.

**11. Financial Report for Community Treatment Center and Community Services**

Erik Pritzl shared as we go through the 2021 Budget process, we are constantly looking at the current budget. For Community Treatment Center, at this point in time there is a positive variance; the Community Services side has a slight negative variance. The negative variance would be due to higher purchased services costs which includes out-of-home care costs and institutional costs for mental health stays. We estimate by the end of the year, both areas will be back in the positive.

DYKES / SCHULTZ moved to receive and place on file the Financial Report for August 2020.  
Motion carried without a negative vote.

**12. Statistical Reports a, b, & c**

- a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Center
- b. Child Protective Services — Child Abuse/Neglect Report
- c. Monthly Contract Update

DORFF / McCOY moved to receive and place on file all statistical reports under item #12.  
Motion passed without a negative vote.

**13. Request for New Non-Contracted Provider & New Provider Contract**

DORFF / McCOY moved to receive and place on file the Request for New Non-Contracted Provider & New Provider Contract Reports for August 2020. Motion passed without a negative vote.

**14. Adjourn Meeting:**

DORFF / HUXFORD moved to adjourn. Motion passed without a negative vote.

Chair Tom Lund adjourned the meeting at 7:19pm.

Next Meeting: Thursday, September 10, 2020 at 6:00pm.  
Brown County Central Library; Auditorium  
515 Pine Street  
Green Bay, WI 54301

Respectfully Submitted,  
Catherine Foss  
Office Manager